



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2377

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.06	0.06	0.06	0.06
C. Repair Office Answer Time Section 730.510(b)(1)	0.44	0.15	0.17	0.25
D. Business or Customer Service Answer Time Section 730.510(b)(1)	0.23	0.14	0.27	0.21
E. Percent of Service Installations Section 730.540(a)	85.14% *	84.59% *	75.57% *	81.61% *
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	83.49% *	79.57% *	77.35% *	80.40% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	3.53	3.10	2.49	3.04
H. Percent Repeat Trouble Reports Section 730.545(c)	24.48% *	26.44% *	22.22% *	24.51% *
I. Percent of Installation Trouble Reports Section 730.545(f)	15.28 %	15.12 %	13.32 %	14.55 %
J. Missed Repair Appointments Section 730.545(h)	78	80	75	78
K. Missed Installation Appointments Section 730.540(d)	113	199	255	189

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$382.66	\$363.40	\$341.14	\$1,087.20
B. Number of credits issued for repairs - 24-48 hours	65	71	70	206
C. Number of credits issued for repairs - 48-72 hours	3	4	9	16
D. Number of credits issued for repairs - 72-96 hours	3	6	1	10
E. Number of credits issued for repairs - 96-120 hours	1	0	2	3
F. Number of credits issued for repairs > 120 hours	3	1	1	5
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$1,499.00	\$2,045.00	\$2,615.00	\$6,159.00
B. Number of installations after 5 business days	38	69	87	194
C. Number of installations after 10 business days	0	0	2	2
D. Number of installations after 11 business days	4	0	1	5
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$9,690.00	\$13,610.00	\$16,995.00	\$40,295.00
B. Number of customers receiving credits	198	277	351	826
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

O of S-These mos historically peak mos 4 service vol. Call vol drives by xtrm heat/stormactivity. Storms caused power outages/surges causing damage to cust premise/mainline equip. Repeats-hi summer temps caused increased intermit issues.